How to access WHM, cPanel, FTP, SSH and Webmail using Micron21 shared web hosting services

Felix Lane - 2026-07-09 - Security

Overview

As an additional security measure to help protect your data, effective 1 May 2026, access to Micron21 website hosting management services will require IP address authorisation before a connection is permitted.

This applies to the following services:

- WHM
- cPanel
- Webmail
- FTP/sFTP
- SSH
- MySQL

Before accessing any of these services, you will need to authorise the public IP address you are connecting from. This authorisation is valid for 24 hours—during this time, you will be able to access these services as normal. After this period, you will need to authorise your IP address again before access will be permitted.

Please see below for the steps required to authorise your IP address.

Method

1. In a web browser window, go to https://webhostauth.micron21.com
2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)

Method for SSH Access

SSH access is not enabled by default on cPanel accounts purchased directly from Micron21. However, this feature can usually be enabled upon request. Please follow the steps below:

1. Contact Micron21 Support at support@micron21.com

2. Supply your cPanel username and server name. See *this article* if you are unsure of the server name

3. Once confirmed with the support team, in a web browser window, go to https://webhostauth.micron21.com

4. Complete the reCAPTCHA challenge (the "I'm not a robot" box)